

CHAPTER 7

QUALITY MANAGEMENT

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7.1 PURPOSE

The purpose of the ***Quality Management Training and Qualification Program*** is to set a specific level of knowledge and physical skills for the persons responsible for the management of quality control on Florida Department of Transportation highway and bridge construction projects.

7.2 BACKGROUND

This chapter contains courses and qualification requirements needed by Department, Consultant and Contractor Quality Management personnel responsible for Quality Control (QC) and Quality Assurance on the Department's transportation construction projects.

7.3 QUALIFICATION BY JOB FUNCTION

7.3.1 Quality Control Manager:

This is the individual responsible for quality for Contractor who is identified in the Quality Control Plan to perform analysis and control of the quality of the product, can determine the coordination of production operations, quality pay factors and understands the intent of statistically based quality control specifications (consistency, variability, data interpretation and random sampling). Department employees targeted for this qualification are Project Administrators and Materials Section Heads.

All persons acting as Quality Control Manager on behalf of the Contractor that work on a project let after July 1, 2002 with the QC Manager ***Specification 105-8*** must be CTQP QC Manager qualified. All persons designated as the Department's Project Administrator representative that work on a project let after July 1, 2002 with the QC Manager specification 105-8 must have passed the CTQP QC Manager exam.

7.4 QUALIFICATIONS AND COURSE

7.4.1 Quality Control Manager Qualification Requirements

All trainees seeking Quality Control Manager qualification must:

(A) Pass the QC Manager Examination.

(B) Have at least one of the following Level 2 CTQP Training Qualifications: Asphalt Paving Level 2, Asphalt Plant Level 2, E.C.I. Level 2, Concrete Field Level 2 (full ACI-CTCI Certification), Concrete Laboratory Technician Level 2, Aggregate Laboratory Testing Technician, and LBR Technician.

7.4.2 Quality Control Manager Training Course

This course shall consist of a two (2) day training class with a written exam.

The Quality Control Manager Course is designed to ensure that the Contractors' Quality Control Managers as well as key Department personnel gain a working understanding of the key program elements. This course will also explain how to develop a QC Plan, and how the Department handles QC plans. The target audience for this course is Contractor Quality Control Managers and Department Project Administrators.

Prerequisites

The prerequisites for the Quality Control Manager Course are:

Construction Math Self-Study

Written Exam

There will be a written exam for the Quality Control Manager Course. It will be closed book and will have 50 questions. The examinations are electronically graded by the State Construction Training Administrator. The

passing grade for this examination shall be 70%. Two weeks should be allowed for grading and posting of the examination results.

7.5 REQUALIFICATION

The CTQP Quality Control Manager qualification does not require requalification. The qualification is indefinite, unless revoked in accordance with **Section 7.6**.

7.6 SUSPENSION OF A QUALITY CONTROL (QC) MANAGER

7.6.1 Background

Through the **Construction Project Administration Manual (CPAM), Chapter 13.1**, the Project Administrator has the ability to initiate a **Deficiency Letter (DL)** as a direct result of deficient project quality control plan (**Specification 105**). While a **DL** may document deficient Prime Contractor quality control plan, it does not have an effect on the QC Manager's CTQP qualification.

This procedure details how the Department can document and (if necessary) disqualify a QC Manager that is not performing required duties.

7.6.2 Causes for Letters of Warning

The Project Administrator documents Prime Contractor deficient performance with a **DL** (see **CPAM Manual, Chapter 13.1**). When the Resident Engineer sends a **DL** that is directly related to a deficient quality control plan due to the QC Manager's failure to properly apply the specifications and Quality Control procedures, a letter of warning (or suspension) must also be sent to the QC Manager.

7.6.3 QC Manager Suspension Process

Letters of warning written to a QC Manager could lead to qualification suspension in accordance with the following three step system:

1st Letter - Documented letter of warning from the State Construction Training Administrator.

If no other letters are issued within one year (365 days), then the record of the 1st letter of warning shall be deleted from the QC Manager's qualification record.

2nd Letter - Documented letter of warning from the State Construction Training Administrator within one year of the 1st letter of warning (see **Attachment 7-1**).

If no other letters are issued within one year (365 days), then the record of the 1st and 2nd letter shall be deleted from the QC Manager's qualification record.

3rd Letter - Suspension of qualification in the TQDBS by the State Construction Training Administrator.

Should the need arise to send a 3rd letter within 365 calendar days of the 2nd letter of warning, the QC Manager's CTQP qualification shall be suspended. The State Construction Training Administrator shall inform the CTQP Manager to suspend the QC Manager's qualification in the TQDBS via letter or e-mail. The suspension shall be for one calendar year (365 days). This decision may be appealed to the Director, Office of Construction. The Director, Office of Construction's decision is final.

Prior to having the qualification reinstated, the technician must meet all initial QC Manager qualification requirements including passing the QC Manager's examination.

One copy of the suspension letter shall be given to the QC Manager, one copy to the QC Manager's supervisor (or prime contractor's representative), one copy sent to the State Construction Training Manager, and the original shall be retained in the project files. This suspension shall apply to the QC Manager qualification only.

7.6.4 Tasks by Responsible Office

7.6.4.1 Resident Construction Office

Ensure that the State Construction Training Administrator is copied on Deficiency Letters that are quality control related.

Notify the CTQP Manager when a suspension letter has been issued. Notification shall have the QC Manager name, TIN, and effective suspension date.

7.6.4.2 State Construcion Office

Maintain a database of warning and suspension letters.

7.7 DEPARTMENT RESPONSIBILITIES

Responsibilities for this qualification program are distributed among the State Construction Office, State Materials Office and are listed in ***CTQM Chapter 1***. There are no additional Department responsibilities.

Attachment 7-1

CERTIFIED MAIL RETURN RECEIPT REQUESTED

(SAMPLE LETTER)

(DATE)

QC Manager's Name, TIN
Address

This is a letter advising you that the Department has received written documentation that you are not performing your duties as a CTQP qualified QC Manager. This is the:

- () 1st Letter of Warning
- () 2nd Letter of Warning
- () Qualification Suspension Letter

This letter is being issued as a result of a:

- () Deficiency letter dated: _____ from: _____
- () Letter dated: _____ from the (PROJECT ADMINISTRATOR)

Please refer to the State Construction Training and Qualification Manual (CTQM) should you have any questions about this letter or subsequent forms of action.

Sincerely,

State Construction Training Administrator

cc: Prime Contractor
Resident Engineer
CTQP (suspension letter only)
District Construction Engineer

Attachment 7-2 Quality Control Manager Qualification Flow Chart

